

Excellence Profile

Programme Administrator

Healthier Pregnancies, Better Lives

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| Outputs and productivity  | * Prioritises work, sifting the important and the urgent, while constantly seeking to do things more effectively.
* Provides seamless administration for this QNIS programme on Preconception Health, Education and Care, as well as Fetal Alcohol Spectrum Disorder (FASD). This includes: maintaining momentum with updates and timely reminders to participants; monitoring progress with accurate record keeping and information management; and, coordinating the day-to-day operations of this programme.
* Brings a successful blend of creativity and meticulous attention to detail to the planning and implementation of the programme’s activities.
* Minimises surprises by thinking ahead, anticipating risks and flagging difficulties and opportunities in advance.
* Provides highly efficient and cheerful support to the coalitions, advisory groups and other committees that co-design and co-produce this programme. For example, this means scheduling meetings to fit with many busy diaries, preparing committee papers, taking Minutes and collating large amounts of complex information into manageable formats.
* Willingness and ability to work productively and independently in a remote setting at least for the duration of the COVID-19 pandemic.
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| Technical know how  | * Great telephone manner, excellent written communications and positive video conferencing presence.
* Well-honed skills in multi-tasking and ability to keep track of work despite interruptions.
* Ability to produce accurate and timely management information, from detailed spread sheets, using an advanced level of knowledge of MS Excel.
* Expert formatting to produce clear and compelling documents in MS Word.
* Skills in project management, using Gantt charts or other tools for detailed scheduling, recording all decisions and milestones to ensure a clear audit trail across the programme’s work.
* Strong ability to use new or bespoke software including CRM, as well as to troubleshoot straightforward IT problems. Familiarity with Office 365 and SharePoint.
* Digital literacy, experience and talent to employ a range of social media platforms appropriately and effectively.
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| Team work  | * Builds and maintains a great rapport with colleagues.
* Demonstrates a ‘can do/will do’ attitude and a willingness to roll up sleeves and deal well with whatever needs is required.
* Understands the challenges and benefits of working in a small team and enjoys doing so.
* Shares knowledge, information and ideas to support working as a team.
* Thrives in a dynamic and rapidly changing environment, embracing change.
* Appreciates the work of the Queen’s Nursing Institute Scotland (QNIS) and the goals of the *Healthier Pregnancies, Better Lives* programme.
* Has the confidence to ask others for support and also looks for ways to support them.
* Takes time to celebrate after working hard to achieve desired outcomes.
* Brings a sense of fun to the organisation.
* Is open to engaging with staff wellbeing activities befitting QNIS’ status as a Mindful Plus employer.
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| Relationship management  | * Builds positive relationships with everyone involved with QNIS and this programme, in order to enhance our reputation among community nurses, colleagues and participants across Scotland.
* Understands the needs of others and identifies effective ways to meet those needs.
* Able to identify potential pressure points and either defuses, or handles, them well.
* Is trustworthy and continues to build trust through delivering on actions agreed and exceeding the expectations of others.
* Feels comfortable, and is effective, not only when being supervised, but also when working without close supervision.
* Engenders respect within QNIS and its networks.
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*The Healthier Pregnancies, Better Lives programme is supported by:*

